



## TEXAS DEPARTMENT OF INSURANCE

### Division of Workers' Compensation - Medical Fee Dispute Resolution (MS-48)

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## MEDICAL FEE DISPUTE RESOLUTION FINDINGS AND DECISION

### GENERAL INFORMATION

**Requestor Name**

DEL SOL MEDICAL CENTER

**Respondent Name**

STATE OFFICE OF RISK MANAGEMENT

**MFDR Tracking Number**

M4-15-3652-01

**Carrier's Austin Representative**

Box Number 45

**MFDR Date Received**

JULY 9, 2015

### REQUESTOR'S POSITION SUMMARY

**Requestor's Position Summary:** "Advent Health Partners is submitting a position statement on behalf of Del Sol Medical Center. SORM has denied this claim for Timely Filing. We are aware that the Texas Workers Compensation rules state that claims must be submitted within 95 days from the date of discharge. However, the patient did not advise that the claim was workers compensation until December 4, 2014. First, the patient did not present with a SORM at registration. He stated that he was in a motor vehicle accident. Please see the enclosed factsheet and accident report labeled Exhibit 1. Secondly, the facility contacted the patient multiple times on 10-10-14 and 10-24-14, 12-8-14, 12-9-14 to obtain insurance information, however he never responded to any of these requests. (Exhibit 2) Thirdly, the facility contacted his employer in an attempt to obtain the name of the insurance carrier on 11-17-14. (Exhibit 3) Further, the patient choose to submit the letter sent to him by the facility asking for payment to SORM as opposed to calling the facility and providing the information as they requested. This resulted in SORM sending a letter to the facility dated 12-2-14 stating that a clean claim was needed for processing. Please note that the letter was not received until December 16, 2014. (Exhibit 4) Lastly, the claim was billed to SORM within 10 days of receiving the letter with the billing information on December 18, 2014 [sic]."

**Amount in Dispute:** \$27,285.00

### RESPONDENT'S POSITION SUMMARY

**Respondent's Position Summary:** "Upon review of the requestor's dispute packet, the Office was unable to locate evidence to substantiate that the criteria in Texas Labor Code §408.0272 and Texas Administrative Code §133.20 have been met. The requestor did not submit acceptable proof of submitting their claim to an incorrect insurance carrier within 95 days from the date of service nor submitting evidence of submitting the claim to the correct carrier within 95 days from the date the facility received notification of the erroneous billing, therefore the requestor has failed to meet the criteria for Texas Administrative Code §133.20. The request has failed to submit evidence I the form and matter that has been determined by the Division as being acceptable for proof of timely filing. Previous Medical Fee Dispute decision's handed down by the Division has made clear determinations that

accepted forms of evidence of timely filing would be in the form of fax confirmation, certified mail receipt and/or E-bill confirmation.”

**Response Submitted by:** STATE OFFICE OF RISK MANAGEMENT

### ***SUMMARY OF FINDINGS***

Dates of Service	Disputed Services	Amount In Dispute	Amount Due
September 6, 2014	Outpatient – Emergency Services	\$27,285.00	\$0.00

### ***FINDINGS AND DECISION***

This medical fee dispute is decided pursuant to Texas Labor Code §413.031 and applicable rules of the Texas Department of Insurance, Division of Workers’ Compensation.

#### **Background**

1. 28 Texas Administrative Code §133.307 sets out the procedures for resolving medical fee disputes.
2. 28 Texas Administrative Code §133.20 sets out medical bill submission procedures for health care providers.
3. 28 Texas Administrative Code §102.4 establishes rules for non-Commission communications.
4. Texas Labor Code §408.027 sets out provisions related to payment of health care providers.
5. Texas Labor Code §408.0272 provides for certain exceptions to untimely submission of a medical claim.
6. The insurance carrier reduced payment for the disputed services with the following claim adjustment codes:
  - 29 – The time limit for filing has expired.
  - 937 – Service(s) are denied based on HB7 provider timely filing requirement. A provider must submit a medical bill to the insurance carrier on or before the 95<sup>th</sup> day after the date of service.
  - 247 – A payment or denial has already been recommended for the service.
  - B13 – Previously paid. Payment for the claim/service may have been provided in a previous payment.
  - 193 – Original payment decision is being maintained. This claim was processed properly the first time.
  - 1014 – The attached billing has been re-evaluated at the request of the provider. Based on this re-evaluation, we find our original review to be correct. Therefore, no additional allowance appears to be warranted.

#### **Issues**

1. What is the timely filing deadline applicable to the medical bills for the services in dispute?
2. Did the requestor forfeit the right to reimbursement for the services in dispute?

#### **Findings**

1. The insurance carrier denied the disputed services with claim adjustment reason codes: 29 – “THE TIME LIMIT FOR FILING HAS EXPIRED.”; and 937 – “Service(s) are denied based on HB7 provider timely filing requirement. A provider must submit a medical bill to the insurance carrier on or before the 95<sup>th</sup> day after the date of service.” 28 Texas Administrative Code §133.20(b) requires that, except as provided in Texas Labor Code §408.0272, “a health care provider shall not submit a medical bill later than the 95th day after the date the services are provided.” Texas Labor Code §408.0272(b) provides that:

Notwithstanding Section 408.027, a health care provider who fails to timely submit a claim for payment to the insurance carrier under Section 408.027(a) does not forfeit the provider's right to reimbursement for that claim for payment solely for failure to submit a timely claim if:

- (1) the provider submits proof satisfactory to the commissioner that the provider, within the period prescribed by Section 408.027(a), erroneously filed for reimbursement with:
  - (A) an insurer that issues a policy of group accident and health insurance under which the injured employee is a covered insured;
  - (B) a health maintenance organization that issues an evidence of coverage under which the injured employee is a covered enrollee; or
  - (C) a workers' compensation insurance carrier other than the insurance carrier liable for the payment of benefits under this title; or
- (2) the commissioner determines that the failure resulted from a catastrophic event that substantially interfered with the normal business operations of the provider.

No documentation was found to support that any of the exceptions described in Texas Labor Code §408.0272 apply to the services in this dispute. For that reason, the health care provider was required to submit the medical bill not later than 95 days after the date the disputed services were provided.

2. Texas Labor Code §408.027(a) states that "Failure by the health care provider to timely submit a claim for payment constitutes a forfeiture of the provider's right to reimbursement for that claim for payment." 28 Texas Administrative Code §102.4(h) states that:

Unless the great weight of evidence indicates otherwise, written communications shall be deemed to have been sent on:

- (1) the date received, if sent by fax, personal delivery or electronic transmission or,
- (2) the date postmarked if sent by mail via United States Postal Service regular mail, or, if the postmark date is unavailable, the later of the signature date on the written communication or the date it was received minus five days. If the date received minus five days is a Sunday or legal holiday, the date deemed sent shall be the next previous day which is not a Sunday or legal holiday.

Review of the submitted information finds insufficient documentation to support that a medical bill was submitted within 95 days from the date the services were provided. Consequently, the requestor has forfeited the right to reimbursement due to untimely submission of the medical bill, pursuant to Texas Labor Code §408.027(a).

### **Conclusion**

For the reasons stated above, the Division finds that the requestor has not established that additional reimbursement is due. As a result, the amount ordered is \$0.00.

### ***ORDER***

Based upon the documentation submitted by the parties and in accordance with the provisions of Texas Labor Code §413.031, the Division has determined that the requestor is entitled to \$0.00 reimbursement for the disputed services.

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Signature

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Medical Fee Dispute Resolution Officer

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August 7, 2015  
Date

### ***YOUR RIGHT TO APPEAL***

Either party to this medical fee dispute has a right to seek review of this decision in accordance with 28 Texas Administrative Code §133.307, effective May 31, 2012, *37 Texas Register 3833*, **applicable to disputes filed on or after June 1, 2012.**

A party seeking review must submit a **Request to Schedule a Benefit Review Conference to Appeal a Medical Fee Dispute Decision** (form **DWC045M**) in accordance with the instructions on the form. The request must be received by the Division within **twenty** days of your receipt of this decision. The request may be faxed, mailed or personally delivered to the Division using the contact information listed on the form or to the field office handling the claim.

The party seeking review of the MFDR decision shall deliver a copy of the request to all other parties involved in the dispute at the same time the request is filed with the Division. **Please include a copy of the *Medical Fee Dispute Resolution Findings and Decision*** together with any other required information specified in 28 Texas Administrative Code §141.1(d).

**Si prefiere hablar con una persona en español acerca de ésta correspondencia, favor de llamar a 512-804-4812.**